

CARNIVAL UK



Returning to Carnival House
What to expect





Welcome back

After many months away we're pleased to be able to start welcoming some of you back to Carnival House.

While we have no immediate plans to reopen the office for daily use for everyone, we'll be prioritising the return of those with an essential need to be office based and encourage those of you who this applies to, to use Carnival House as frequently as needed.

Whether you're returning full time or coming to Carnival House to complete a specific task, we understand returning to the office may feel daunting and you may have many questions; it's completely normal to feel this way.

We've prepared this pack to help you know what to expect and allow you to prepare for your return in the coming weeks and months.

Useful contact details:

Facilities - Carnival.House@carnivalukgroup.com

Technology - 02380 656000 or IT.Support@carnivalukgroup.com

Occupational Health - OHS@carnivalukgroup.com

Reception - Reception@carnivalukgroup.com

Security - 07917 520 076



SHOWING SYMPTOMS?

If you have a cough, fever or you're experiencing a shortness of breath don't come to Carnival House. You need to stay at home; phone 111 to get up to date medical advice or 999 if your condition becomes life threatening. It's important you don't go to your GP or A&E department. In all cases, look after your health and contact your line manager to update them. Keep safe, take care.



Your arrival

Like many other employers we've been busy making changes to the usual office experience so that Carnival House is Covid-19 secure. We are confident that we have all the right measures in place. When you return to Carnival House please help us to protect you and your colleagues by respecting our guidelines and following all instructions.

- **Social distancing**

When arriving at Carnival House you may arrive at the same time as others. Please social distance by keeping two metres from others.

- **Parking**

While we have capacity the car park below the building will be open and free for you to use. Please access parking via the usual entrance and follow all instructions. If you need to leave your car in our car park over night please let Facilities know in advance.

- **Accessing the building**

When you first arrive at Carnival House via the main doors you'll need to swipe your employee pass to get into the building. If you get into difficulty please do press the help button and someone from Reception will be able to support you. To help us manage numbers at the office please only plan to work from Carnival House if you have a confirmed collaboration space booking or have approval to do so from Facilities or Occupational Health.

- **Temperature checks**

Every time you enter the office you'll need to have your temperature taken. A colleague wearing a mask or face shield will do this for you and it should take no more than a few seconds. The process is completely painless and involves a thermometer being held up to your forehead to take a reading. If you have any concerns or questions, please ask.

- **Sanitisation stations**

Upon entry to the building please use the hand sanitiser available to sanitise your hands. You'll also find hand sanitiser on all balconies throughout the building.

- **Lifts**

As per UK Government advice, a maximum of two people should use the lift at any one time. To maximise the distance between yourself and others, please stand on the designated spots and face forward toward the doors before leaving the lift one at a time. You'll find full guidance in all lift areas.

- **One way system**

To minimise high footfall areas becoming over crowded you'll find directional signage throughout the building - look out for one way arrows and floor markings to help everyone keep safe social distancing.

- **Out of bounds areas**

Until we are able to re-open Carnival House for more general use you'll find some areas will be out of bounds, including floors 0 (excluding the Atrium) and floor 2-4. These restrictions are in place to protect you and areas will be clearly marked. If you have an essential need to access any of these areas, please contact Facilities for approval.



Setting up your workstation

How we work from the office will feel very different to usual. To help you get set up, please read the following information.

- **Desk use**

To accommodate social distancing measures and the closure of some of our working spaces, it may not be possible for you to use the desk you usually would. Instead you will be allocated a desk, please only use the desk you have been allocated and raise any issues with IT or Facilities.

- **Personal belongings**

To help our cleaning team deep clean the office regularly please remove all personal belongings from desks and communal areas and store them either in lockers or take them home with you. When you've finished working from the office make sure you leave your working space as you found it so that it can be cleaned and prepared for someone else to use.

- **Printers**

Our printers will be available to everyone, but to help minimise the risk of spreading illness we encourage you to keep printing to a minimum. To allow for social distancing our hubs should be used by one person at a time and all equipment wiped down with provided antibacterial wipes before and after use.

- **Stationery**

As usual stationery will continue to be available for your use from each hub area. However, if you have stationery at home that you can bring to the office and use we encourage you to do this. By minimising the need to move around the building you'll help us to keep everyone safe and well.

- **IT equipment**

All desks available for use should be set up with all the IT equipment you need.

If you find this is not the case please **contact IT Service Desk at:**

IT.Support@carnivalukgroup.com or **call +44 2380 656000** who will be happy to help.

So that your colleagues can work effectively please do not remove equipment from the office to use at home.



Facilities

- **The Atrium Cafe**

Until we are able to re-open the office for more general use, the Atrium Cafe will not be open so please do bring food and drink into the office from home.

So that you can enjoy your lunch break away from your desk, we will be opening up the balcony on floor 1 for your use. You're also welcome to use the Atrium. For the safety of you and your colleagues please continue to socially distance when using this space and therefore don't take lunch in groups where two metres' distance can't be achieved. Please also do not move any furniture or use the carpeted collaboration spaces.

You will of course also be able to leave the building to enjoy a break. If you choose to leave the building at any time, please let Facilities know in advance so they can arrange to take your temperature when you return.

- **Reception**

Our Reception will be open and manned by our security team who will support you with any questions you may have when you arrive into the building. To protect all colleagues, screens will be in place at our Reception desks, please stand behind these screens and socially distance with others waiting in the queue.

Please be reminded that external visitors will not be allowed to come to Carnival House.

- **Kitchen areas**

Our kitchen areas, on all open floors, will be open however they may look a little different to usual. To maximise the number of people that can use this space at one time, all kitchen areas have been split into two sections. Please use the kitchen areas one at a time, remember to socially distance and sanitise your hands before and after use.

So that our kitchen areas can be deep cleaned each evening please remove any food or drink from the fridge each day. Anything left in fridges overnight will be thrown away by our cleaning team.

- **Smoking**

As we are unable to make our smoking area Covid-19 secure, it will remain closed and therefore we ask you to smoke off site. Please be reminded that smoking is forbidden in our car park, on the roof top terrace and on the pavement that surrounds the building.

- **Vending machines**

Our vending machines will be available on floor 1, and the ground floor. This includes the use of our free vending machines.

- **Toilets**

To allow for social distancing we will be restricting the number of people who can use our toilets at any one time. Please do be patient and follow all instructions if waiting in a queue.

- **Quiet room**

Our quiet room will remain closed. If you have a specific request to use this space please contact Facilities.

- **First aid**

If you become unwell or have symptoms of Covid-19, you must return home immediately and tell your line manager. If you are unable to get home, please head to the First Aid room on the ground floor (west) and ask someone to contact Facilities or Reception on your behalf so that a first aider can meet with you.

It's important that you limit contact with others to minimise any risk of spreading illness.



Working better together

At Carnival House we are lucky to have a fantastic building that lends itself to collaboration and working better together. Due to the measures in place however, some of the collaborative spaces we would typically use are unavailable for use in the same way.

- **Meeting rooms**

All our meeting rooms and booths will remain closed and therefore shouldn't be used.

We encourage you to continue to minimise face to face meetings and maximise the use of digital collaborative tools i.e. zoom. By using these tools you will help us to minimise movement around the building which in turn will help to keep you and your colleagues safe. If you have an essential need to meet face to face, please ensure you socially distance and follow UK Government advice.

To minimise noise we encourage you to use a headset when collaborating with colleagues virtually. This will help allow your colleagues around you to focus without distraction. If you need to make a confidential call or host a meeting where the subject matter is sensitive please feel free to use the balcony areas and Atrium which are quieter spaces

For our top tips on how to get the most out of collaborating virtually visit the Insider and search "finding routine".

If you need a headset please **contact IT Service Desk at: IT.Support@carnivalukgroup.com** or call **+44 2380 656000** who will be happy to help.

- **Visitors**

Until further notice visitors should not come to Carnival House including family members and friends. This is to minimise the number of people within the building and therefore minimise the risk of spreading illness.

- **Desk phones**

If you have access to a company mobile we strongly encourage to use this as your main telephone. If you don't have a company mobile it's perfectly safe to continue using a desk phone.

Antibacterial and Antiviral wipes will be available in all hubs for you to use. So that everyone can have access to these please don't remove more than you need from the hubs. Please make sure you wipe down all equipment at both the start and end of the day so that the phone is ready to be used by someone else.

- **Collaborative spaces**

In line with the latest government advice we have closed our collaborative spaces for general use. There are a very few examples where essential work simply cannot be achieved or completed by working remotely. Printing of cheques for Guest refunds or EROs are good examples. In these cases, the use of a collaboration space may be considered but please seek the approval of your line manager and your relevant ELT member.

For full details of how to book a collaboration space please visit our 'Working at Carnival House' section of the Shore FAQ's page on The Insider.



Keeping everyone safe and well

- **Ventilation**

To allow a fresh circulation of air around the building the air conditioning may make it feel cooler than normal so please come to work prepared for possible changes in temperature.

- **Cleaning of facilities**

Cleaning of Carnival House will be heightened throughout the working day to ensure all surfaces are deep cleaned. Please help our cleaning team to maintain a high standard of cleanliness by keeping surfaces clear.

- **Hygiene**

To minimise the spread of germs it's important we all continue to regularly wash our hands and avoid touching our eyes, nose and mouth.

If you need to cough or sneeze, please do so into a tissue or a bent elbow to minimise the spread of illness passing through the air.

Hand sanitiser and anti-bacterial wipes will be readily available for you to use throughout the building.

- **Social distancing**

Wherever possible we encourage you to socially distance by keeping two metres from others. We have put many measures in place to help you do this, and where two metres isn't possible, such as on balconies or when passing desks, we ask that you keep a distance of one metre and keep moving to minimise time spent in these spaces.

- **Face masks**

Whilst face masks are not compulsory at Carnival House, it is up to you if you wish to wear one. Whether you choose to wear a face mask or not, it's really important that you continue to socially distance from others.

- **HES feedback stations**

One of our company goals is to evolve our HESS culture from compliance, to commitment. That means creating a place where we all do the right thing because we want to, not because we have to.

Whilst our HESS feedback stations will not be available at Carnival House we encourage you to continue to report Near Misses, share Bright Ideas and nominate your HESS Heroes via The Insider.

Carnival UK > Working at Carnival UK > HESS Feedback stations.

- **Fire safety and evacuation**

As per UK government advice, in the case of a fire or serious incident the need to evacuate the building should supersede all Covid-19 measures. Therefore, in the event of a building evacuation please follow the usual evacuation procedure.

- **Track and Trace**

At all times we're aware of all individuals with access to the building, you'll therefore not need to check in to Carnival House using the governments track and trace app. If you choose to leave the building and enter other venues during the working day we encourage you to download and use the track and trace app to help protect your colleagues.



Contact information

While we all adapt to the new normal please show patience and support to colleagues who may be new to Carnival House and the guidelines in place. We all have a role to play in keeping one another safe and well and trust one another to work together to make Carnival House a safe environment for everyone.

- **Reporting concerns**

If you have concerns that individuals are not following guidelines or that something is not hygienic, we encourage you to speak up and talk to that colleague to try and find a solution together.

If you need immediate help or support to do this, please contact Facilities or speak with your line manager.

It's an important part of our culture that anyone who has concerns should be able to share them and know that they'll be taken seriously.

- **Employee Assistance**

Remember, you and your family can access free confidential support, expert information, and valuable resources using our Employee Assistance Programmes (EAP). Their confidential services are available 24 hours a day and can help you to deal with emotional, legal, financial and work-life concerns.

Call 0800 358 4858

Visit validium.com (username: Carnival I password: Harbour)

- **Be Cyber secure**

Please continue to be vigilant of anything that feels like a threat to our digital safety.

To report concerns **call Technology on 02380 656000 or send them an email IT.Support@carnivalukgroup.com**

- **Occupational Health**

If you have any concerns about your mental or physical health after returning to the office, please speak with your line manager. If this isn't possible, please speak to our Occupational Health team.

- **Mental Health Champions**

If you would benefit from speaking to someone impartial about any concerns you have please talk to one of our mental health champions for confidential support.

Details of all our mental health champions can be found on The Insider by searching "support for you".

Committed
to being an
Inclusive
Employer

